

I. K. AKHUNBAEV KYRGYZ STATE MEDICAL ACADEMY

QUALITY MANAGEMENT

**Approved by the
Quality Council of KSMA
on 21.11.2018. Protocol №3**

Bishkek 2018

CONTENT

1. PURPOSE AND SCOPE OF APPLICATION.....	4
2. BRIEF DESCRIPTION OF KSMA	4
3. NORMATIVE REFERENCES, TERMS, ABBREVIATIONS.....	6
4. ORGANIZATION ENVIRONMENT.....	8
4.1. Understanding the organization and its environment	
4.2. Understanding the needs and expectations of stakeholders	
4.3. Defining the scope of application	
4.4. Quality management system and its processes	
5. LEADERSHIP.....	10
5.1. Leadership and Commitment	
5.2. Policy	
5.3. Functions, responsibilities and authorities in the organization	
6. PLANNING	11
6.1. Actions on risks and opportunities	
6.2. Quality objectives and planning for their achievement	
6.3. Change planning	
7. SECURITY TOOLS	12
7.1. Resources	
7.2. Human resources	
7.3. Infrastructure and educational environment	
7.4. Competence	
7.5. Awareness	
7.6. Information exchange	
7.7. Documented information	
8. ACTIVITY.....	16
8.1. Planning and management of activities at the stages of the service life cycle	
8.2. Requirements for products and services	
8.3. Design and development of products and services	
8.4. Management of processes, products and services provided by external suppliers	
8.5. Production of products and provision of services	
9. PERFORMANCE ASSESSMENT.....	23
Monitoring, measurement, analysis and evaluation	
Internal audit	
Management review	
10. IMPROVEMENT	26
11. QUALITY MANAGEMENT	27
Accounting and mailing list	

Responsibility
Measurement
Storage

12. CHANGE REGISTRATION SHEET	28
13. APPENDIX	29

1. PURPOSE AND SCOPE OF APPLICATION

The Quality Management (hereinafter - QM) of the I. K. Akhunbaev Kyrgyz State Medical Academy (hereinafter - KSMA) provides a general description of the quality management system of KSMA and is intended to demonstrate the capabilities of the university to train graduates who meet the requirements of consumers and the mandatory requirements of state educational standards established for them.

This QM applies to all departments of the KSMA, to the activities of university employees who manage, perform and verify work that directly affects the quality of training of students at the KSMA.

The structure of the sections of this QM corresponds to the sections of SES ISO 9001-2015. Quality management systems. Requirements. The names of the sections of the standard and this QM may not coincide due to the inconsistency of the activity profile.

2. BRIEF DESCRIPTION OF KSMA

I. K. Akhunbaev Kyrgyz State Medical Academy is a state educational institution of higher education that implements educational programs of higher education, secondary special education, additional educational programs, as well as the main professional programs of postgraduate medical and pharmaceutical education in accordance with a license to carry out educational activities.

KSMA provides educational services in the following programs:

- 1) pre-university training;
- 2) high professional education (specialty) Training of highly qualified medical (pharmaceutical) workers in the following specialties:
 - "Medical business" (6 years/5 years);
 - "Pediatrics" (6 years);
 - "Dentistry" (6 years);
 - "Pharmacy" (full-time training - 5 years, evening training-2; 3.5 years);
 - "Nursing" (5 years);
 - "Medical and preventive care" (5 and 6 years).
- 3) postgraduate higher professional education: Training in the residency of persons who have mastered the educational programs of higher medical (pharmaceutical) education. The Faculty of Postgraduate Medical Education operates at the KSMA.
- 4) additional professional education - advanced training courses.
- 5) Training programs for scientific and scientific-pedagogical personnel.

The training is conducted in Kyrgyz, Russian and English.

The full official name of the educational institution is I. K. Akhunbaev Kyrgyz State Medical Academy

Abbreviated name - KSMA

Location of KSMA - 720020, Kyrgyz Republic, Bishkek, st. Akhunbaev, 92

Phone-fax: + 996 312 545881,

Web site: <https://www.kgma.kg/>

E-mail: akhunbaevksma@yandex.com

The founder of the university is the Ministry of Health of the Kyrgyz Republic.

The main areas of activity are: educational activities; scientific activities; medical activities; additional educational services; other types of activities (administrative, information, economic, international, social, financial), determined by the KSMA.

The organizational structure of the KSMA management is presented in a separate document.

The university consists of departments, deans ' offices, faculties, educational, scientific and medical divisions, departments, and sectors.

3. NORMATIVE REFERENCES, TERMS AND ABBREVIATIONS

This Quality Management uses references to the following normative documents:

- SES ISO 9000-2015 Quality Management Systems. Basic provisions and dictionary.
- SES ISO 9001-2015 Quality Management Systems. Requirements.
- The Law "On Education" of the Kyrgyz Republic (with amendments and additions);
- State standards of higher and secondary vocational education.
- KSMA Charter

In this Quality Management, the terms and definitions given in SES ISO 9000-2015 are used.

The state educational standard is a document that defines the mandatory minimum content of the main educational programs, the maximum amount of educational load of students, and the requirements for the level of training of graduates.

An educational program is a document (a set of documents) that defines the content of education of a certain level and orientation.

Educational process - a process that implements one or more educational programs.

Participants in the educational process - students of educational institutions, employees of educational institutions, parents (legal representatives).

Educational service - the activity of an educational institution to implement the educational process.

The activity of an educational institution is a combination of educational and scientific, financial, economic and other activities.

Quality - the degree of compliance of the set of inherent characteristics of the object with the requirements.

Quality assurance is a part of quality management aimed at creating confidence that the quality requirements will be met.

A quality system is a set of organizational structures, methodologies, processes, and resources required to implement overall quality management.

Service - developed and provided educational service in the field of higher and additional education, aimed at customer satisfaction, in order to ensure that graduates of the university meet the qualification requirements established by the State Educational Institution of Higher Education.

Verification - confirmation by providing objective evidence that the specified requirements have been met (input control)

Validation - confirmation by providing objective evidence that the requirements intended for a particular use or application are met.

In this Quality Management, the following abbreviations are used:

AEP- Administrative and Economic Part;
GC - Graduate with Competence;
SCC - State Certification Commission;
SES HE - State Educational Standard of Higher Education;
SAC - State Attestation Commission;
CC - Catalog of Competencies;
CA - Corrective Action;
MI - Methodical Instructions;
EO - Educational Organization;
DEQM - Department of Education Quality Management
PD - Personnel Department
ATS – Academic Teaching Staff;
QM - Quality Management;
QMS - Quality Management System;
CQEO - Council on Quality of Education;
SPD - Student Personnel Department
EMSPC - Educational and Methodical Special-Purpose Council of the discipline
AC – KSMA Academic Council;
TSS - Teaching and Support Staff;
FUS - Faculty Scientific Council;

4. ORGANIZATION ENVIRONMENT

4.1. Understanding the organization and its environment

The university constantly evaluates the internal and external environment. The internal environment is evaluated by holding annual meetings of the management with the departments of the KSMA, as well as conducting surveys on the organization of the educational process. The external environment is evaluated by studying the medical education market and analyzing customer satisfaction through monitoring. According to the results, the accepted decisions are announced at the academic councils of the KSMA, the analysis of information on external and internal factors is carried out on ongoing basis, the information is included in the annual report on the analysis by the management.

4.2. Understanding the needs and expectations of stakeholders

KSMA regularly monitors and analyzes information stakeholders, their requirements and proposals. Based on the interests of consumers, the objectives of the activity and measures to achieve them are established.

According to the approved plan, such events as listening to reports on areas of activity, conducting self-assessment of academic teaching staff, focus groups, and questioning all consumer groups are held annually. The results are presented at the meetings of the Quality Council, the academic Council of the university and the rector's office and are included in the analysis of the quality management system by the administration.

4.3. Defining the scope of the quality management system

KSMA has developed, implemented and maintained a quality management system that meets the requirements of SES ISO 9001-2015 in relation to the design, development and implementation of educational activities in accordance with the field of licensing and state accreditation.

4.4. Quality management system and its processes

The quality management system is based on a process approach and is an integral part of the overall management of the university. The basis for the development and functioning of the QMS is the Policy of Ensuring the Quality of Education, formulated and adopted by the university management, the KSMA Development Strategy, the long-term Action Plan for the implementation of the KSMA Development Strategy and the annual current plans.

The quality management system is built taking into account the current organizational structure of the university management and the specifics of the interaction of departments and services of the university. The generalized scheme of interaction of QMS processes is presented in Appendix No. 1 and includes the main processes, management processes, auxiliary processes, as well as measurement, analysis and improvement within the main and auxiliary processes.

The process description is documented in the form of process information maps approved by the registry. (Appendix No. 2-Register of KSMA QMS Processes).

Managing the QMS process involves the following actions:

- defining process goals;
- appointment of the person (process owner) responsible for managing the process;
- identification of participants in the process;
- setting process inputs and outputs;
- determining the sequence of activities performed during the process;
- determination of the required resources for the implementation of the process;

- defining the criteria and methods necessary to ensure the effectiveness of the process;
- identification of possible process risks and development of measures to eliminate them.

In the case when the implementation of any process that affects the quality of training of specialists is transferred to third-party organizations, the university provides control over the input and results of such processes.

5. LEADERSHIP

5.1. Leadership and Commitment

The management of KSMA believes that quality management is an integral part of the overall management of the Academy. The quality policy and objectives adopted by management contain commitments to:

- development, implementation and continuous improvement of the quality management system;
- providing QMS processes with the necessary resources, conducting management reviews;
- determining customer requirements;
- communicating to the university staff the possibility of meeting these requirements.

In order to increase customer satisfaction at the university, the following criteria are defined: activities are carried out to determine their requirements and expectations. Customer satisfaction is assessed by means of a questionnaire.

5.2. Policy

In order to consolidate the efforts of all employees of the university, the management adopted the "KSMA Development Strategy for 2010-2020". A plan of measures for implementation has been developed KSMA development Strategies for 2017-2020 When the goals are achieved, the Policy for Ensuring the Quality of Education may be revised.

Proposals for inclusion in the Education Quality Policy come from the university departments. The Department of Education Quality Management summarizes and systematizes proposals and submits a draft Policy for ensuring the quality of Education for consideration by the Quality Council.

The policy includes the mission, strategic and current plans, educational goals, learning outcomes, and a quality management system. The responsibility for communicating the Policy of ensuring the Quality of Education to the employees of the departments, ensuring its understanding and implementation is assigned to the managers and quality-responsible departments of the university. For the purpose of accessibility, the policy of ensuring the quality of education is available on the website of the KSMA (www.kgma.kg).

The top management in the process of analyzing the functioning of the QMS determines the need to review or update the Policy of Ensuring the Quality of Education and makes such a decision at a meeting of the Quality Council.

5.3. Functions, responsibilities and authorities in the organization

The organizational structure of the university is given in the organizational structure of the KSMA. (Appendix No. 3), Approved by the Academic Council of the KSMA No. 264 06.09.2018. The distribution of responsibilities, authorities and interaction of the personnel who manage, perform and check the work that affects the quality is presented in the organizational structure of the KSMA QMS (Appendix No. 4), in the regulations on the divisions, in the job descriptions of the staff, as well as in the information cards of the processes.

The management of the university, represented by the rector, is responsible for the quality of training of graduates. To implement the requirements for ensuring the quality of graduates, the university management allocates the necessary resources (material, financial), including trained personnel for management, performance of work affecting quality.

6. PLANNING

6.1. Actions on risks and opportunities

The university has developed and approved the information card of the QMS process "Risk Management", which is the main document defining the requirements of the quality management system for the implementation of planning, organization, risk management and implementation of measures to eliminate risks in the university.

The information map defines the procedure and conditions for the development and implementation of the process activities in accordance with the university's strategy.

The owner of the "Risk Management" process is the responsible representative of the management in the field of quality, the Vice-rector for Strategic Planning and International Activities.

The process is aimed at obtaining information about possible risks, through SWOT analysis, which is the basis for planning actions to improve QMS processes, increase customer satisfaction and introduce innovations.

6.2. Quality objectives and planning for their achievement

To implement the Policy of Ensuring the Quality of Education and strategic development plans, the university sets measurable quality goals.

Quality goals are set for a certain period of time. The responsibility for achieving the goals is assigned to the heads of the relevant departments.

Monitoring and achieving the set goals serves as the basis for continuous improvement of the university's activities.

6.3. Change planning

Planning the creation and development of the QMS is an integral activity of the university management, ensuring the achievement of the Quality Policy and goals, compliance of the QMS with the requirements of the ISO 9001-2015 standard, and its continuous improvement.

The responsible representative of the university's quality management is responsible for organizing the work on planning the creation, maintenance and improvement of the QMS.

7. SECURITY TOOLS

7.1. Resources

7.1.1. General provisions

The university management determines and ensures the allocation of the required resources necessary for the implementation and maintenance of the QMS, as well as the continuous improvement of its effectiveness.

The university has processes that ensure:

- human resources management;
- managing the infrastructure and educational environment;
- document management and information environment management;
- management of the production environment and logistics;

These activities include the determination of resource requirements and requirements for them, planning of the provision activities, allocation of resources and assessment of their sufficiency.

7.1.2. Human resources

For the purpose of effective implementation of the quality management system, functioning and management of its processes, the KSMA has identified and ensured the availability of officials of appropriate qualifications (teaching staff and support staff) in accordance with the personnel management process, which includes:

- in job descriptions, the establishment of requirements for competence, qualifications, work experience, necessary knowledge and skills;
- recruitment of staff;
- organization of staff professional development;
- maintaining data on qualifications in the personal files of employees.

7.1.3. Infrastructure

The infrastructure required to achieve product compliance includes:

- work areas and related engineering networks and systems (classroom facilities, laboratories and other facilities for independent work, library, catering facilities for students and staff);
- equipment for the educational process, including technical and software tools (technical means for conducting laboratory work and practical classes);
- vehicles;
- information and communication technologies, including educational and training methodological literature.

KSMA maintains the infrastructure in working order by performing appropriate preventive maintenance and operational corrections in relation to infrastructure facilities. Office equipment, communication facilities (including the Internet access network) and transport are maintained in working order by carrying out the necessary ongoing repair and maintenance activities. The software tools are maintained in working order by updating at set intervals.

The relevant orders and employment contracts establish the responsibility and authority for conducting auctions, purchasing, receiving, storing, installing and maintaining equipment.

To ensure and maintain the quality management system processes in working order, annual planning of expenses for the next year is carried out in the 4th quarter.

7.1.4. Environment for the functioning of processes

The university has defined, created and maintained the environment necessary for the functioning of processes and achieving compliance with the requirements for the educational process.

A suitable environment is a combination of human and physical factors, such as:

- social (calmness, conflict-free, etc.);
- psychological (stress reduction, emotional protection, etc.);
- physical (e.g. temperature, humidity, lighting, hygiene, noise).

In the internal regulatory documentation of the KSMA ("KSMA Charter", "KSMA Internal Regulations" and other internal regulatory documents that employees get acquainted with when applying for a job, and students by posting on the website at any time), the measures taken by the university to maintain the appropriate psycho-emotional climate are established.

To ensure the necessary conditions of the production environment, periodic monitoring of compliance with standards and sanitary rules is carried out by conducting a special assessment of working conditions in accordance with the legislative acts of the Kyrgyz Republic.

7.1.5. Monitoring and measurement resources

7.1.5.1. General provisions

In the administrative and economic part of the KSMA, a list of monitoring and measurement tools (hereinafter referred to as measuring devices) is compiled, which are necessary to ensure monitoring or measurement in the implementation of educational activities.

To ensure the suitability of the measuring devices provided for the educational process, their timely verification and (or) calibration is carried out in an accredited laboratory (JSC "Medtechnic").

The relevant documented information as evidence of the suitability of the measuring instruments is recorded and stored in the administrative and business unit files. Identification of measuring devices is carried out by their inventory number.

Students use measuring devices strictly under the control of the responsible person (head of the laboratory, teacher, etc.)

7.1.6. In-house knowledge

When considering the changing trends and requirements for the learning process and its the academy regularly evaluates the current level of knowledge and determines the possibility and method of obtaining and/ or providing access to additional knowledge and its necessary updates.

Thus, KSMA subscribes to new editions of journals and other scientific literature, cooperates with leading publishing houses and printing houses, and contracts for the maintenance of information databases are concluded. The availability of knowledge to the required extent is ensured by conducting a local network with Internet access.

In addition to the listed sources, the KSMA has:

- internal sources of knowledge (for example, intellectual property; knowledge gained from experience; conclusions drawn from failed or successful projects; collection and exchange of undocumented knowledge and experience in meetings or personal conversations; results of improvements in processes and services, graduate surveys, etc.);

- external sources (for example, participation in conferences, seminars, as well as analysis of feedback from employers).

7.2. Competence

The staff of KSMA that carries out activities that affect the quality of training of graduates is competent on the basis of appropriate education, training, skills and experience. Ensuring and maintaining sufficient qualifications of all personnel is achieved through the implementation of the personnel management process, the responsibility for which is assigned to the head of the Legal and Human Resources Department. HR management activities include:

- establishing the required qualifications of personnel in job descriptions and department regulations;
- identification of the need to recruit new staff, train and retrain existing staff;
- planning and organizing staff training;
- evaluation of the effectiveness of staff training;
- staff development and motivation.

Training in the field of quality management is an integral part of the overall training plan. The University has trained personnel in the field of quality, including personnel for internal audits.

7.3. Awareness

In order to ensure the awareness of the staff, meetings at various levels, meetings, round tables, meetings of the councils of the KSMA are held.

The information that is regularly brought to the attention of the staff relates to the following issues:

- education quality assurance policy;
- relevant quality objectives;
- the contribution to the effectiveness of the quality management system, including the benefits of improving performance;

7.4. Interactions

Interaction and exchange of information between the university departments, including on the issues of QMS effectiveness, are regulated by organizational and administrative documents (orders, decisions, instructions), regulations and job descriptions.

The exchange of information within the university is carried out by the following means:

- Meetings of the Council for the Quality of Education (hereinafter referred to as the CQE), which is a representative collegial body that acts in the field of planning and coordinating work on the formation and development of the QMS of the university and in the field of developing proposals on issues related to improving the quality of training of specialists. The work of the CQE is regulated by the Regulation on the Quality Council;
- meetings of the Academic Council and the Rector's office;
- meetings of the educational and methodological committee, educational and methodological profile committees;
- meetings of departments and departments;
- during the round tables;
- posting information on the official website of the university www.kgma.kg;
- placement of information on information stands;
- publication of materials in the newspaper "Daryger", the scientific medical journal "Vestnik KSMA"
- in the course of personal conversations;
- the university's document management system.

Communication with the external environment of KSMA (customers and consumers) is carried out by the relevant officials and / or structural divisions, which is fixed in the relevant local acts of the Academy.

7.5. Documented information

The QMS documentation sets out the procedure:

- development, approval, approval and release of documents;
- monitoring, analysis, modification (updating) and revision;
- storage, withdrawal from circulation of documents and data that have become invalid.

The development strategy of the university, the Policy of ensuring the quality of Education - are documents that set out the general intentions and directions of the university's activities in the field of quality.

The quality objectives of the university for a certain period of time set specific measurable performance results that must be achieved.

Quality Management - a document that describes the current QMS in accordance with the requirements of SES R ISO 9001-2015.

Process information maps - a document that establishes a single procedure for the implementation of an activity or process.

Quality records - documented evidence of the results achieved in the implementation of activities within the framework of the QMS

Organizational and methodological management of the development of quality system documents is carried out by the Department of quality management of education.

Approval of documents of the quality system, notifications of their changes, introduction of documents into effect is made on the basis of the nomenclature of cases, which is reviewed annually (according to the standard instruction GD of the QM dated 23.06.2012 No. 517) and approved by the order of the rector of the university, Accounting, registration, storage and distribution of documents of the quality system is carried out by employees of the department of quality management of education.

8. ACTIVITY

8.1. Planning and management of activities

The university has defined activities to ensure the planning of educational, scientific, medical and educational activities.

Planning is carried out in the form of work plans for the main areas of activity.

The main types of plans in force at the university:

- work plan of structural divisions (department plan, division plan, etc.),
- individual plans of employees (teachers),
- work plans in the following areas (research activities, educational and extracurricular activities, medical activities, international activities, innovative activities).

The strategic and annual plans of the KSMA are developed in accordance with the strategic documents adopted in the Kyrgyz Republic in the field of education development (the Concept and Strategy for the Development of Education in the Kyrgyz Republic, etc.) and the plan for the implementation of the KSMA Development Strategy for 2010-2020.

In addition, the implementation of the goals and objectives set out in the main directions of the Strategic Development Plan of KSMA is reflected in the annual work plans of the KSMA councils: the Academic Council (AC), the Faculty Scientific Council (FSC), the Council on Quality of Education (CQEO), for Science (SD), the Main Educational and Methodical Committee (MEMC), the Educational and Methodical Special-Purpose Committee (EMSPC) in the areas of training.

The planned changes are managed in the course of the activity and the consequences of unforeseen changes are analyzed. If necessary, measures are taken to mitigate any negative impacts.

In order to maintain the integrity and adequacy of the system to the requirements of MS ISO 9001: 2015, when introducing new requirements to the quality management system, the need to make changes to the documentation is determined, this is recorded in the protocols of the council meetings.

Within the framework of the quality management system of KSMA, there is an outsourcing process, that is, the transferred activity is the process of production practice. This transferred process is managed in accordance with section 8.4 of this manual.

8.2. Requirements for products and services.

8.2.1. Communication with consumers

The university has defined and implemented activities for interaction with consumers, including:

- definition of requirements related to the preparation of future graduates;
- interaction with consumers at various stages of graduate training.

The requirements are set out in the state regulatory documents, in the licensing requirements and in the requirements for the accreditation of the university.

The requirements of employers are determined on the basis of their feedback, claims, complaints, as well as on the basis of the results of monitoring the satisfaction of employers with the quality of graduate training.

Compliance with the requirements of internal consumers is determined based on the results of monitoring their satisfaction with the quality of the educational process.

The analysis of the requirements of consumers and other interested parties is carried out at the meetings of the AC, CQEO, FSC, and MEMC.

Based on the analysis, the educational process is adjusted.

Records of the results of the analysis and subsequent actions resulting from the analysis are maintained in accordance with the requirements of the QMS.

The analysis of the requirements for educational programs is carried out before the start of the educational process and ensures that all the requirements are defined and all the conditions for the quality implementation of educational programs are created.

The implementation of the program requirements is controlled by the EMD and the dean's offices. Documents confirming actions based on the results of the analysis are issued in accordance with paragraph 4.2. of the QM.

8.2.2. Definition of requirements related to products and services

When determining the requirements, the management of KSMA is guided by the legal requirements within the framework of licensing and accreditation, as well as the requirements considered by the university as necessary.

Since the range of consumers of the results of educational activities is wide, the requirements are set for each of them.

The state educational standards set state requirements for the results of the development of the educational program.

The requirements of employers are determined from their reviews and contracts for targeted training.

Expected educational requirements relate to meeting the needs of students to acquire the necessary competence. The main requirements of the student and his parents include the following:

1. provision of safe, serviceable and clean technical training facilities with service personnel;
2. ensuring reliable two-way communication between individuals and the educational organization;
3. provision of accommodation for students (learners);
4. providing the necessary methodological materials;
5. ensuring that staff is attentive to the needs of stakeholders.

8.2.3. Analysis of requirements related to products and services

Legal requirements in the framework of licensing and accreditation are mandatory for KSMA.

Taking into account the requirements set by the consumer (in the case, not stated by the consumer, but necessary), contracts with partners (if the requirements of contracts with partners differ from those previously formulated), the university analyzes the potential opportunities for providing services. Discussions are held at the AC, CQEO, FSC, and MEMC. All council meetings are recorded in minutes. Based on the decisions made, adjustments are made to the relevant documentation (curricula, student practice contracts, regulations, etc.). Information about changes is communicated through the general department and the EMD (within the framework of the educational process) to the performers.

8.2.4. Changes in product and service requirements

When changing the requirements for products and services, at the meetings of the relevant Councils of the KSMA (AC, CQEO, FSC, MEMC, Rector's office), a decision is made to make changes to the activities, while simultaneously making amendments to the relevant documentation and informing interested parties about the changed requirements.

8.3. Design and development of products and services

8.3.1. General provisions

At the university, the design and development process includes the process of designing and developing the main professional educational programs

8.3.2. Planning of design and development activities

To carry out the work on the development of the main professional educational programs:

- establishes the responsibility and organizational and technical interaction between the participating departments and persons - the duration and complexity of the design and development work;
- internal and external resources necessary for the design and development of services (for example, the classroom fund, the fund of suitable technical training tools, personnel, the provision of scientific and methodological literature, etc.);
- the need to involve consumers and users in the design process and developments;
- documented information needed to demonstrate that design and development requirements are being met.

Designing a new educational program includes the following stages:

- making a decision on the need to develop a new educational program (for example, based on an analysis of the labor market);
- determining the list of activities for the development of a new educational program,
- deadlines for their implementation and responsible persons;
- carrying out work in accordance with the planned activities, monitoring and analyzing the progress of their implementation;
- verification of individual development stages;
- validation of the developed educational program (results of the first issue).

8.3.3. Input data for design and development

The input data for the design of the main educational program are:

- external requirements - the needs and expectations of consumers (employers, students, parents; state education in the specialty (direction)
- internal requirements - . the needs and expectations of KSMA teaching staff; the possibilities of the new educational program in terms of strengthening the image and reputation of the academy; the required level of staff qualification, the classroom fund; the sufficiency of scientific and methodological materials.

8.3.4. Design and development management methods

To ensure that the educational program meets the requirements of the SES HE, the developed work program is approved at the cathedral meeting (approved by the minutes of the meeting and an extract from the minutes and three reviews - internal and external and from the employer), submitted to the EMSPC for consideration (approved by the EMSPC protocol with an extract), submitted to the MEMC for consideration and approval.

At the meetings of the councils of the KSMA, the analysis of the process of designing and developing an educational program is carried out to ensure that:

- development is carried out in accordance with the planned activities;
- design and development goals are achieved, planned resources are allocated and used efficiently and effectively;
- the necessary actions have been taken on the problems during the analysis or verification and validation;
- the documentation of these actions is registered and saved.

The results of the discussions are reflected in the minutes of the meetings of the councils. Then, the decisions are approved by the rector.

8.3.5. Design and development outputs

The design and development outputs include:

- information about the new educational program for consumers;
- data on the required competence of the personnel involved in the implementation of the new educational program;
- distribution of responsibilities and powers in the form of regulations on divisions and job descriptions of employees;
- necessary information, scientific and methodological materials, equipment, office equipment;
- educational and methodological complexes (EMC) of disciplines in accordance with the requirements of the "Regulations on the educational and methodological complex", containing requirements for monitoring and measuring the results of the development of the educational program;
- work programs of disciplines in accordance with the requirements of the "Regulations on the educational and methodological complex" with the mandatory indication of the set of competencies of the graduate who has mastered the educational program.

8.3.6. Changes in design and development

To avoid the negative impact of changes made during or after the design and development of the educational program, information on the results of the changes is reported and discussed at the meetings of the boards. The results of such an analysis are recorded in the protocol and brought to the attention of interested parties.

8.4. Management of processes, products and services provided by external suppliers

KSMA has developed regulatory documents that ensure that processes, products and services supplied by external suppliers meet the requirements of the Academy.

The procedure for purchasing material resources is regulated by the relevant external regulatory documents and internal ones based on the needs study (Order No. 38 of 15.02.2017 "Rules for drawing up and submitting applications"). Interaction with suppliers of material resources, equipment and equipment is carried out by the tender service and the head of the AEP. The quality of services provided by third-party organizations is checked through expert evaluation. Verification (input control) of material resources, equipment and equipment is carried out during operation.

Within the framework of the university's quality management system, there is an outsourcing process, that is, the transferred activity is the process of industrial practice. The management of this transferred process is carried out in accordance with the "Regulations on Students 'Industrial Practice'" and the agreements concluded between KSMA and the practice bases.

Requirements for external suppliers related to:

- to the delivered processes, products and services;
- the competence of the staff, including any required measures to confirm the qualifications;
- interaction of an external supplier with KSMA;
- to the management and monitoring of the external supplier's performance applied by KSMA;

The requirements for the supplied products and services are set out in the contracts.

8.5. Production of products and provision of services

8.5.1 Managing the provision of services

At KSMA, educational activities are carried out in a controlled environment. Managed conditions include:

- availability of documentation that establishes:

1) characteristics of the graduate who has mastered the educational program (a set of his / her competencies, skills, abilities, knowledge) - approved state educational standards (SES);

2) the results to be achieved - educational and methodological complexes of disciplines (EMCD), work programs;

- availability and use of resources for monitoring and analysis.

The requirements for the equipment within the educational process and for the means of monitoring the student's progress are established;

- implementation of monitoring at the appropriate stages of the educational process and analysis, which is carried out in accordance with the "Regulations on conducting intermediate certification of students of higher Education Institutions of the Kyrgyz Republic", as well as in accordance with the requirements of the work programs of the disciplines.

- use of the appropriate infrastructure and environment for the operation of the processes (see paragraph 7.1.3 of this Management);

- provision of personnel with the required competence (carried out in accordance with paragraph 7.2 of this Management). An indication of the qualifications of teaching staff is provided in the load-sharing plans.

KSMA conducts validation of the educational process in order to achieve the planned results, which includes:

a) certain criteria for the analysis and approval of the educational process (requirements of state educational standards);

b) certain level of qualification of teaching staff (job descriptions);

c) the use of specific methods and procedures (educational and methodological complexes, methodological developments, working programs of academic disciplines (courses), funds assessment tools of disciplines (courses);

d) relevant records;

e) re-validation in the form of constant communication with employers.

- implementation of actions to prevent errors related to the human factor. The development of educational and methodological complexes, methodological guidelines, work programs of educational disciplines(courses), funds of evaluation tools of disciplines (courses) and their approval contributes to reducing the influence of the human factor on the result of educational activities;

8.5.2 Identification and traceability

In the course of the implementation of educational activities, KSMA identifies and tracks the results of monitoring and analyzes the outputs in relation to the requirements by keeping appropriate records in the student's personal file and in his / her account card.

Since traceability is a requirement, students are identified by their last name, first name and patronymic, cipher, and group number. Relevant records are maintained and maintained in the Student Records Management Sector (SRMS) and deaneries.

8.5.3 Ownership of consumers or external suppliers

There are two groups of consumers in KSMA: internal (students and staff) and external (employers, society).

The property of students includes:

1. applications and documents submitted by students at the time of enrollment (documents on previous education, nationwide testing (NT) certificates), as well as submitted during training (medical certificates, marriage certificates, birth certificates, certificates from social protection agencies, etc.);

2. the results of the students' intellectual activity, reflecting the results of the entrance and final tests;

3. results of intellectual activity of students during the training period (completed by students' research papers, control papers, practice diaries; diaries of the resident);

4. the results of the intellectual activity of students in the performance of their final certification and qualification works (term papers, medical histories, dissertations);

5. certificates and certificates received by students during the training process (diplomas, certificates, letters of thanks, etc.);

6. the results of intellectual activity of students, reflecting the results of research work of students (theses of reports, scientific articles).

The property of the staff includes:

1. employee's personal file;

2. intellectual property (scientific developments, textbooks, teaching materials, etc.);

3. documents provided when applying for a job;

The property of employers includes:

1. equipment provided for practical training;

2. equipment provided for training;

3. documents provided to students during pre-graduate practice.

In order to maintain the compliance of students with the established requirements, the university provides measures to preserve all documents necessary for training and education (working curricula, working programs of disciplines, etc.); provides health and nutrition services; measures to ensure safety; provides housing for nonresident students.

When installing equipment in the departments, the working conditions specified in the technical documentation are taken into account, and the personnel who will carry out its maintenance and operation are also determined.

Maintenance of the equipment is carried out by specially trained personnel. In case of failure, the equipment is withdrawn from circulation and undergoes repair.

8.5.4 Saving

Maintaining compliance is supported by meeting the requirements for the current and final control of the degree of mastery of the required competencies.

The requirements are laid down in the normative documents of the KSMA: "Regulations on the test week and examination session at the KSMA", "Regulations on the module-rating system for evaluating student performance at the KSMA", "Regulations on the current control and intermediate certification of students of higher education institutions of the Kyrgyz Republic", "Regulations on the procedure for restoring and transferring students of the KSMA", etc.

After graduation, maintaining the compliance of students' competence with the requirements is carried out by:

- training of highly qualified personnel (postgraduate, doctoral studies);
- * implementation of postgraduate training (internship, clinical residency);
- * implementation of additional education (advanced training, professional retraining).

8.5.5 Change Management

When implementing the educational process, there are inevitably situations when it is necessary to make adjustments. In KSMA, at the meetings of departments, as well as during the meetings of the councils, the analysis of changes is carried out.

To ensure continuous compliance with the requirements, the university maintains documentation describing the results of the analysis of changes, information about the officials who made the changes, and all necessary actions resulting from the analysis.

Such changes are reflected in the minutes of meetings of departments, councils, in the relevant curricula, work programs of disciplines, funds of evaluation tools and other documentation on the educational process.

8.6 Release of services

KSMA has activities at the relevant stages of training in order to verify compliance with the requirements for educational activities. Verification is carried out by intermediate control and certification in accordance with the requirements of internal regulatory documents: "Regulations on the test week and examination session in KSMA", "Regulations on the module-rating system for evaluating student performance in KSMA", "Regulations on conducting current control and intermediate certification of students of higher education institutions of the Kyrgyz Republic", "Regulations on the procedure for restoring and transferring students of KSMA", etc.

The graduation of a student who has not fully mastered the educational program is not possible until the implementation of all planned activities with satisfactory results is completed.

Academic teaching staff that monitor academic performance and certify the discipline is responsible for the reliability of the results of the learning process.

The documentation containing certificates demonstrating the compliance of the level of competence of the graduate with the established requirements is the entries in the record sheet and the record book, and at the final graduation-the original diploma with the appendix and seals signed by the rector of KSMA, as well as other documents on education (identity document, certificates) signed by the rector of KSMA. The signature of the rector of KSMA must be stamped with the official seal. The rector's signature and seal in the document on education certifies the fact of its registration and control.

The educational organization keeps strict records of educational documents issued at the end of training.

8.7 Managing nonconforming process results

The nonconforming results of the processes in the KSMA are understood as:

- a student who was expelled at the initiative of the KSMA until the completion of the educational program;
- a student who has fully completed the theoretical course of study, but has not passed the final state attestation.

KSMA provides identification of the inappropriate result of the process in the student's registration card.

9. PERFORMANCE ASSESMENT

9.1. Monitoring, measurement, analysis and assessment

9.1.1. General provisions

During the analysis of the work in the KSMA, it was established:

- what should be monitored and measured;
- the monitoring, measurement, analysis and evaluation methods necessary to ensure reliable results;
- timing of monitoring and measurement;
- timing of analysis and evaluation of monitoring and measurement results.

The annual assessment of the performance and effectiveness of the quality management system is carried out at the meetings of the Quality Council. All information obtained during the monitoring and analysis is recorded in the minutes of the meetings of the councils and is recorded and stored in accordance with the requirements of the procedure "Management of documented information"

Monitoring and measurement of products is carried out at all stages of the educational process:

- when admitting students (results of entrance exams and/or NT results, etc.);
- in the course of training (for example, the documentation is the results of test and examination sessions in accordance with the " Regulations on conducting current control and intermediate certification of students of higher education institutions of the Kyrgyz Republic";
- upon completion of all planned activities (for example, in accordance with the "Regulations on the final state attestation of graduates").

The protocols of the final state attestation and the appendices to the diplomas of education and/or professional retraining are the evidence of the full development of the educational program by the graduate.

Monitoring and measurement of the processes of the quality management system of an educational organization is carried out by the process managers. The results of the activity are analyzed at the rector's office, meetings of academic councils.

If the planned results are not achieved, actions are taken to achieve the planned results through corrections and / or corrective actions in accordance with the requirements of the "Nonconformity Management" procedure.

The analysis of the effectiveness of the processes of the quality management system is carried out once a year when conducting an analysis by the management (see paragraph 9.3).

9.1.2 Customer satisfaction

In order to obtain reliable information and develop measures to improve the activities of the university, the necessary measures are taken to monitor and measure customer satisfaction and expectations.

Meeting the needs of all stakeholders is the main objective established by the Policy of Ensuring the Quality of Education and one of the criteria for the effectiveness of the QMS.

The university uses the following methods to obtain and evaluate information about customer satisfaction:

- questionnaire survey;
- collection and analysis of publications in the media, complaints and consumer reviews;
- information received by email, etc.

The review of the results of the customer satisfaction assessment is carried out in the analysis by the management.

The following documents have been developed:

- Management for monitoring and evaluating the educational process (internal audit);
- Management of score-rating assessment (control of the educational process)

9.1.3 Analysis and evaluation

The information obtained during monitoring and measurement is analyzed and evaluated.

The results of the analysis are used to evaluate:

- conformity of products and services;
- degree of customer satisfaction;
- performance and effectiveness of the quality management system;
- planning success rate;
- the effectiveness of actions taken in relation to risks and opportunities;
- performance of external suppliers;
- needs for quality management system improvements.

The results of the analysis are included in the management reports.

9.2 Internal audit

To obtain objective information on the compliance of the QMS with the requirements of SES R ISO 9001-2015 standards, the requirements set out in the QMS documents and the assessment of its effectiveness and suitability, the university conducts internal audits at least once a year.

Monitoring and evaluation of the educational process in KSMA is regulated by the KSMA regulatory document "Guidelines for monitoring and evaluation of the educational process of KSMA"

9.3 Management review

9.3.1 General provisions

In order to ensure customer satisfaction, confirm confidence in the validity and effectiveness of the QMS, and assess the achievement of the Policy and goals of ensuring the

quality of Education, the management of KSMA periodically analyzes the effectiveness of the QMS at least once a year.

The management's analysis is carried out at the meetings of the Rector's office, the AC and CQEO.

At the same time, the following are considered:

- implementation of quality objectives;
- results of internal QMS audits;
- results of the customer satisfaction assessment;
- results of corrective actions;
- suggestions for improvement.

The results of the analysis by the management are documented in the form of the minutes of the rectorate, AC, CQEO system are taken into account as quality data.

The university has developed the procedure "Analysis of the results of educational activities KSMA"

9.3.2 Management analysis input data

The management review includes consideration of the following information:

- analysis of the implementation of the action plan for the year;
- information on the performance and effectiveness of the quality management system, including trends related to:
 1. to customer satisfaction;
 2. degrees of achievement of quality objectives;
 3. performance indicators;
 4. compliance of educational services with the requirements (results of the final certification);
 5. implementation of measures to improve and develop the quality management system and the university as a whole;
 6. nonconformities and corrective actions;
 7. results of the activities of external suppliers;
 8. resource adequacy;
 9. the effectiveness of actions taken in relation to risks and opportunities (see paragraph 6.1 of this guideline);
 10. recommendations and opportunities for improvement.

Every year, the heads of departments provide management with information about the results of their activities for analysis in the form of reports on the areas of activity.

The Vice-Rector for Strategic Development and International Relations reflects questions on the functioning of the QMS and the implementation of the Development Strategy of the I. K. Akhunbaev KSMA in the annual reports on the AC of KSMA, the rector's office.

9.3.3 Output of management review

The output of the management review includes decisions and actions related to:

- to opportunities for improvement;
- any necessary changes to the quality management system
- resource requirements.

The output data of the management analysis is presented in the form of the "Action Plan for the implementation of the KSMA development strategy for 2017-2020".

The minutes of the QMS on the analysis of the quality management system, presentations and reports on the implementation of the KSMA strategy by the management are recorded and stored documented information. The Secretary of the CQEO, the head of the DEQM is responsible for collecting information for the analysis of the quality management system.

10. IMPROVEMENT

10.1 General provisions

10.1. Continuous improvement of the QMS activities and effectiveness is one of the main provisions of the University's Education Quality Assurance Policy.

Continuous improvement activities are implemented through the establishment and completion of quality objectives, data analysis, internal audit results, risk assessment, and management review.

10.2 Nonconformities and corrective actions

When nonconformities arise, including those related to claims, actions are taken that are adequate to the consequences of the identified nonconformities in accordance with the requirements of the documented procedure "Nonconformity Management"

10.3 Continuous improvement

KSMA constantly improves the adequacy and effectiveness of the quality management system. The management of KSMA considers continuous improvement as its strategic goal aimed at ensuring customer satisfaction. The results of the analysis and evaluation (the rating of educational organizations in the National Rating of State Universities, the Independent Rating of Universities of the Kyrgyz Republic (IARA), the output of the management analysis, the results of internal and external audits, the results of corrective and preventive actions) are regularly reviewed and analyzed to determine whether there are needs or opportunities that require consideration as measures for continuous improvement.

11. QUALITY MANAGEMENT

11.1. Accounting and mailing lists

The numbering of the points of the QM corresponds to the sections of SES R ISO 9001-2015 "Quality management systems. Requirements"

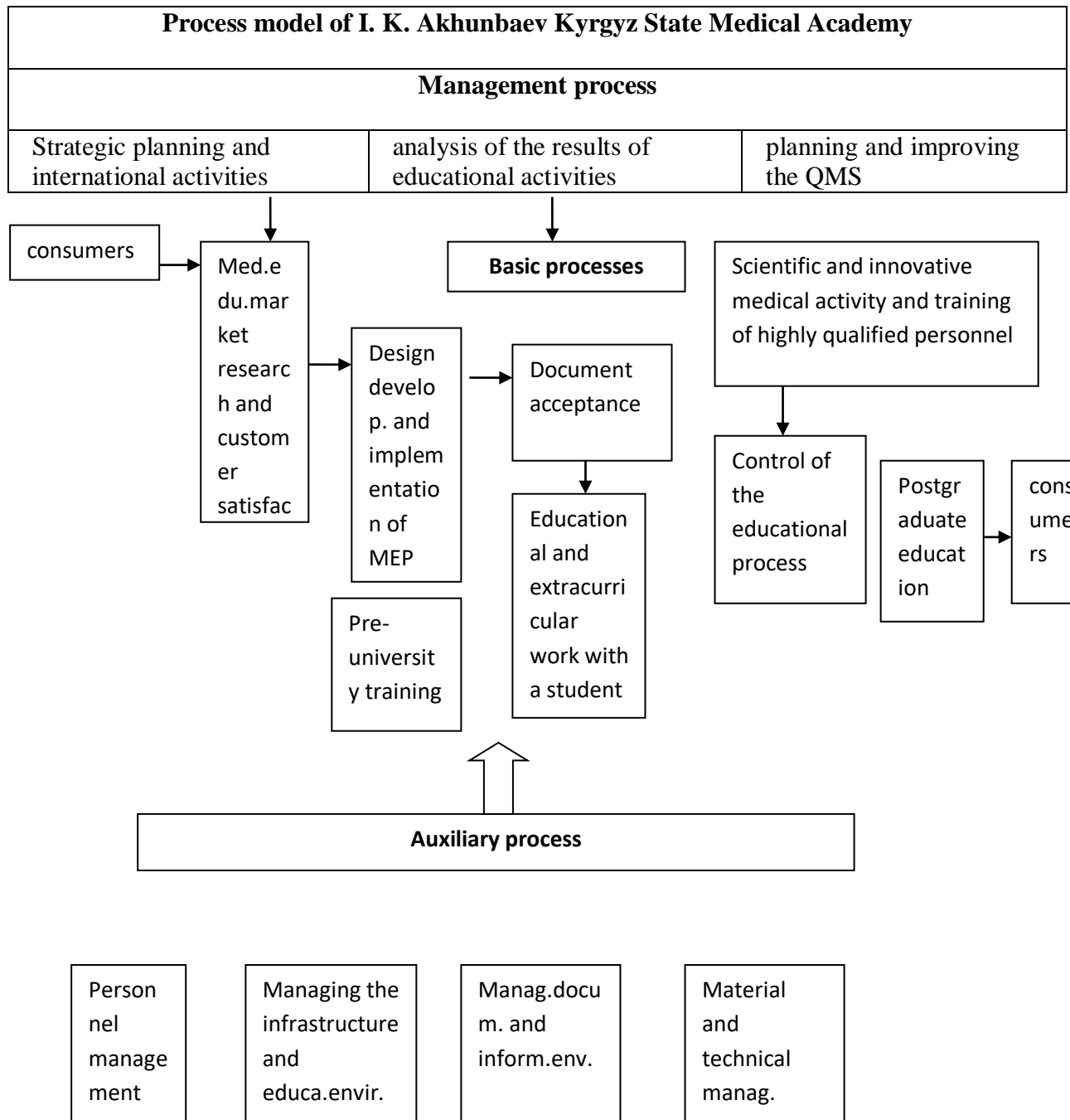
The QM is a regulatory document of internal use and is not subject to disclosure to other organizations or persons, except with the permission of the university management.

The introduction and withdrawal from circulation of the QM is carried out by the Department of quality management of education on the basis of the order of the rector of the KSMA.

There is free access to the Quality Management in the departments. The control copy of the QM is subject to accounting and storage by the head of the Department of quality management of education.

Distribution of copies of the QM is carried out by placing them on the official website of the KSMA.

11.2. Liability



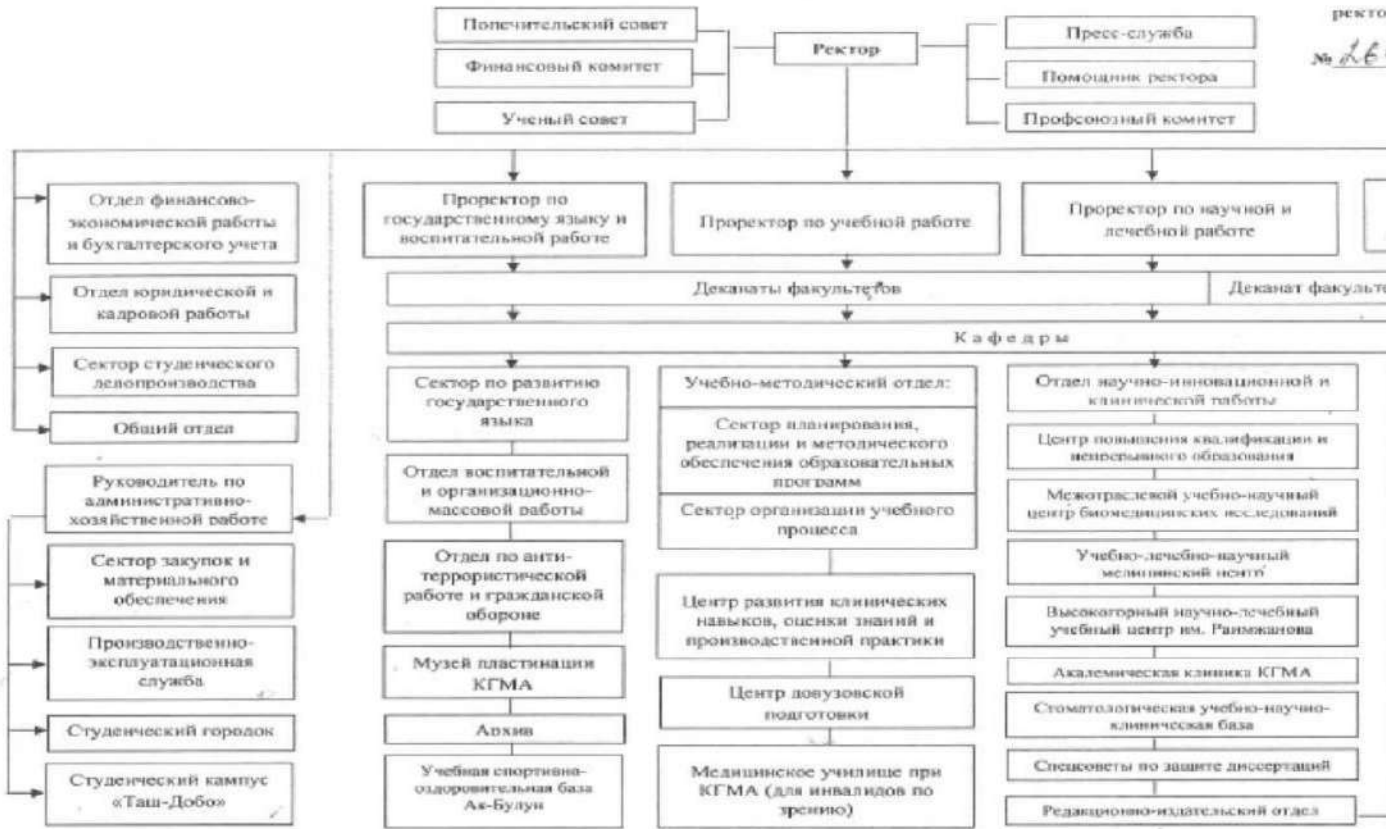
REGISTRY OF EDUCATIONAL QUALITY MANAGEMENT SYSTEM PROCESSES
I. K. AKHUNBAEV KSMA

№	Name of the process	Process Owner	Structural divisions involved in the process		
1. Management processes					
1.1	Strategic planning and international activities	Rector, Vice-Rector for IR and SD	DEQM, IRD	Structural divisions	Departments
1.2	Analysis of the results of educational activities of KSMA	Vice-Rector for AA	DEQM, IRD	Deaneries	Departments
1.3	Planning and improving the QMS of education	Rector, Vice-Rector for IR and SD	DEQM, IRD	Specialized deaneries	Departments
2. Life cycle processes (main ones)					
2.1	Medical education market research and customer satisfaction analysis	Vice-Rector for S GM	DEQM, IRD	Deaneries	Graduate departments
2.2	Design, development and implementation of MEP	Vice-Rector for AA	EMD	EMSPC	Departments
2.3	Scientific and innovative, medical activities and training of highly qualified personnel	Vice-Rector for S GM	Department of S GM, Postgraduate course, PDC	STC	Departments
2.4	Pre-university training	Director of the PUTC Director of the medical school	PUTC, medical school	Head teachers of PUTC, medical school	Departments of PUTC, medical school
2.5	Admission of students	Chairman of the Admissions Committee	Admissions Committee	Deaneries	Departments
2.6	Postgraduate education	Vice-Rector for S GM	PGMEF dean's office	PGMEF dean's office	PGMEF department
2.7	Control of the educational process	Vice-Rector for IR and SD	CSDKAC DEQM	Deaneries	Departments

2.8	Educational and extracurricular activities	Vice-Rector for EW SL	Department of E OMW	Deaneries	Departments
3. Auxiliary processes					
3.1	Human Resources Management	Rector	LD and PW	Departments, deaneries	Departments
3.2	Managing the infrastructure and educational environment	Vice-Rector for IR and SD	EMD SSD, FED	Departments, deaneries	Departments
3.3	Managing the documentation and information environment	Vice-Rector for IR and SD	SSD, LD and PW	Departments, deaneries	Departments
3.4	Logistics and management of the production environment	Rector	DAEW, FED	Departments, deaneries	Departments
4. Measurement, analysis and improvement in core and support processes					
4.1	Process monitoring, measurement and analysis	Vice-Rector for IR and SD	DEQM,		
4.2	Managing nonconformities	Rector	DEQM,		
4.3	Improving processes	Rector	DEQM,		

Organizational structure of KSMA

Организационная структура КГМА им. И.К. Ахунбаева



**ORGANIZATIONAL STRUCTURE
KSMA EDUCATION QUALITY SYSTEMS**

<i>Defining the Policy in the field of education quality, making decisions on fundamental issues of QMS development</i>	KSMA Academic Council		
<i>Strategic planning, definition Policies in the field of quality of education. Provision of resources</i>	Rector of KSMA		
<i>Making decisions on the development, implementation, effective functioning and improvement of the QMS</i>	Council for the Quality of Education	Vice-Rector for International Relations and Strategic Development, Representative of the Rector for QMS	
<i>Organization, coordination and control of QMS implementation</i>	QMS Process Managers	Head of the Department of Education Quality Management	
<i>Development, implementation and improvement of the QMS, analytical work and documentation of the QMS</i>	Responsible persons for QMS in structural divisions	Quality Management Department	Internal audit team
<i>Implementation of QMS works</i>	Structural divisions of KSMA: departments, deaneries, centers		

